



# Get started with video visits

Video Visits are a secure and convenient way to get care from your healthcare team. Follow these easy steps to get started with Video Visits.

## Before you begin or schedule your Video Visit, make sure you have:

- An Apple running iOS 11 or higher or Android running Android 7 or higher smartphone (preferred) or laptop or desktop computer with a webcam, speakers and a microphone. Please see the recommended device list at the end of this document.
- High-speed internet access, Wi-Fi or strong 4G.

## Set up your accounts and apps before your Video Visit

**1. Sign up for a MyHillChart account.** You can sign up at MyHillChart.com and click Sign Up Now or through the MyChart mobile app. If you use a mobile device **download the MyChart app**, select "Hill Physicians" as the organization and use **click Sign Up Now**.

**2. Download VidyoConnect. This applies to all appointments on or after April 25, 2020.**

- Mobile users, visit <https://hpmg.health.vidyoconnect.com> and **click Download**.
- Desktop or laptop users, visit <https://hpmg.health.vidyoconnect.com> and **click Download**.

Follow the prompts to complete installation. This application will be used by MyHillChart for your Video Visit.

**Please contact our MyHillChart support team at (888) 965-8588 if you need technical assistance.**

## Connect on the the day of your Video Visit



### Mobile devices users

1. Log into the MyChart app
2. Click on **Appointments** under activities, and then select your scheduled Video Visit.
3. Click on **eCheck-In Begin\***.
4. Click **Begin Visit\*\***.
5. Click **Join the Call**.
6. Click **Open** on the "Open in VidyoConnect" message.
7. Follow the prompts until your call is connected.



### Laptop/desktop users

1. Visit MyHillChart.com and **log into your account**.
2. Click on **Visits** under Appointments and Visits.
3. Click **ECHECK-IN\***.
4. Click **Begin Video Visit\*\***.
5. Click **Open VidyoConnect**.
6. Enter your **Name**, check **User Terms and Conditions and Privacy Policy** boxes and click **Join**.

\*You can complete eCheck-In up to seven days prior to your visit. eCheck-In is not required, but recommended.

\*\*You can join your visit to 60 minutes prior to and 15 minutes after your appointment. You will have to schedule a new appointment if you miss this window.

## Recommended equipment

### Smart devices

Google Pixel 2, Pixel 2 XL

HTC 10

LG Nexus 5X

Motorola Nexus 6

Samsung Galaxy S7, S8, S9, S10, Tab S2 tablet

Apple iPhone 5S, 6, 6 Plus, 6s Plus, 7, 7 Plus, 8, 8 Plus, 10, SE

Apple iPad Air, Air 2, Mini 3, Mini 4, Pro, 6

### Webcams

Pixel 2, Pixel 2 XL

HTC 10

LG Nexus 5X

Motorola Nexus 6

Samsung Galaxy S7, S8, S9, S10, Tab S2 tablet

Apple iPhone 5S, 6, 6 Plus, 6s Plus, 7, 7 Plus, 8, 8 Plus, 10, SE

Apple iPad Air, Air 2, Mini 3, Mini 4, Pro, 6

### Headsets

Logitech B910 HD, C170, C270, C310, C525, C615, C910, C910HD Pro, C920, C930e, HD Pro C920, HD Webcam C270, BCC950 ConferenceCam, CC3000e ConferenceCam, Group ConferenceCam

Sony PTZ Pro 2 SRG-120DU 1080p60 PTZ camera

Marshall Electronics CV610-U3-V2 Camera

### Speakers

ClearOne Chat 60 personal speakerphone, Chat 150

Logitech GROUP Vidyo Conferencing System

Phoenix Quattro 3

Yamaha PJP-20UR

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